



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1456

DATE: November 25, 2014

TO: All Iowa Medicaid Providers

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: **Update on the Upcoming Iowa Medicaid Data System Maintenance**

EFFECTIVE: November 26, 2014 - November 28, 2014

As announced in Informational Letter 1450, most of the Medicaid data and application systems and call centers will be unavailable beginning at 3:00 p.m. Wednesday, November 26, 2014. This upgrade may continue into the holiday weekend. Systems are anticipated to remain offline thru 5:00 p.m., Friday, November 28 but may become available as early as Friday morning. DHS and other state agency systems will be undergoing this scheduled maintenance to better perform business operations.

During the maintenance, Iowa Medicaid providers will not be able to:

- Access the Iowa Medicaid Portal Access (IMPA) system
- Electronically file presumptive eligibility applications
- Submit standard Medicaid applications (DHS Services Portal)

Eligibility Verification System (ELVS) – Available

The Medicaid eligibility verification system (ELVS) will remain fully operational and available to providers and will not be impacted by the scheduled systems maintenance. This includes both the ELVS phone line at 1-800-338-7752 (or 515-323-9639 in Des Moines) and [ELVS web portal](#).¹

Electronic Data Interchange Support Services (EDISS) – Available

EDISS will be fully operational and will not be impacted by the system maintenance. Providers will be able to submit claims and perform other tasks as per normal business operations. This is a change from the earlier [Informational Letter 1450](#).²

Presumptive Eligibility Applications – Only Paper Application Available

Presumptive eligibility applications may be completed manually, as the Medicaid Presumptive Eligibility Portal (MPEP) will also be unavailable. During the maintenance, please obtain paper applications per standard instructions ([begin on page 6 of presumptive FAQ](#))³. Enter

¹<https://ime-ediss5010.noridian.com/iowaxchange5010/LogonDisplay.do>

²<https://dhs.iowa.gov/sites/default/files/1450%20Iowa%20Medicaid%20Data%20Systems%20to%20Undergo%20Maintenance.pdf>

³<https://dhs.iowa.gov/sites/default/files/Presumptive%20FAQ%20update.pdf>

the paper applications into MPEP once it becomes available Saturday night. Use the date on the application as the application date in MPEP.

Please note that this is an exception to the process which has been communicated previously regarding completing applications when the portal is unavailable for other scheduled updates. This exception applies only to the maintenance window described above.

DHS Services Portal Applications – Only Paper Application Available

The [DHS Services Portal](https://dhsservices.iowa.gov/apspssp/spp.portal)⁴ will be unavailable during the maintenance. Individuals wishing to apply for Medicaid benefits through the standard process (not through presumptive), may submit a [paper application](http://dhs.iowa.gov/sites/default/files/470-5170.pdf)⁵, or submit an electronic application once maintenance is complete.

Other Systems and Call Centers

The Pharmacy Point of Sale (POS) system will not be impacted. Pharmacies may use the POS system as normal.

During this time, the Member Services, Provider Services, *hawk-i*, DHS Contact Center, Medical Services and Pharmacy call centers will be closed. Please note, Iowa Medicaid offices and call centers were previously scheduled to be closed on Thursday, November 27 and Friday, November 28 in observance of Thanksgiving.

The main [Iowa Department of Human Services website](http://dhs.iowa.gov/)⁶ will still be accessible and will provide information on the system maintenance while it occurs.

Summary of Systems Availability
Medicaid Systems that <u>WILL NOT</u> be available:
<ul style="list-style-type: none">• Iowa Medicaid Portal Access (IMPA) System• Medicaid Presumptive Eligibility Portal (MPEP)• Individualized Services Information System (ISIS)• DHS Services Portal
Medicaid Systems that <u>WILL</u> be available:
<ul style="list-style-type: none">• Eligibility Verification System (ELVS)• Electronic Data Interchange Support Services (EDISS)• Pharmacy Point-of-Sale (POS) System• DHS Website

⁴ <https://dhsservices.iowa.gov/apspssp/spp.portal>

⁵ <http://dhs.iowa.gov/sites/default/files/470-5170.pdf>

⁶ <http://dhs.iowa.gov/>